## REMARKS

Applicants respectfully request further examination and reconsideration in view of the comments set forth fully below. Claims 1-52 were previously pending in this application. Within the Office Action, Claims 1-52 have been rejected. By the above amendments, Claims 7, 35, 37, 46, 47 and 51 have been amended. Claims 1-52 are now pending in this application.

### Objections To The Specification

Within the Office Action, the specification has been objected to because of certain informalities relating to mislabeled reference numbers. By the above amendments, the mislabeled reference numbers have been corrected.

### Objections To The Drawings

Within the Office Action, the drawings have been objected to for failing to comply with 37 CFR 1.84(p)(5). Specifically, it is stated that Figure 1 does not include the reference sign 70 mentioned in the description. By the above amendment, Figure 1 has been amended to include the second PC 70.

Within the Office Action, it is also stated that Figure 3 includes the reference sign 150 not mentioned in the description. By the above amendment, the reference sign 150 has been removed from Figure 3.

Within the Office Action, it is stated that Figure 13 includes the reference sign 462 not mentioned in the description. By the above amendment, the specification has been amended to include a description of the step 462.

Within the Office Action, it is stated that Figure 9 includes the reference sign 306 not mentioned in the description. By the above amendment, the specification has been amended to include a description of the step 306.

**Objections To The Claims**

Within the Office Action, Claims 35 and 46 were objected to because of formalities. These claims have been amended to comply with Examiner's requests.

**Rejections Under 35 U.S.C. § 103**

Within the Office Action, Claims 1-4, 7, 9, 10, 13 and 14 have been rejected under 35 U.S.C. §103(a) as being unpatentable over U.S. Patent. No. 6,505,243 to Lortz (hereinafter "Lortz") in view of U.S. Patent No. 6,542,897 to Lee (hereinafter "Lee"). Applicants respectfully disagree with this rejection. Lortz teaches providing help information to a network-attached device. Within Lortz, it is taught that a connection notification is received for the network attachable device over a first data path. Device specific help information is retrieved for the network attachable device over a second data path and provided to a configuration interface. Lortz does not teach or suggest downloading or executing a support service application to provide a remote interactive support service process for a selected device.

Lee teaches a customer support system that provides support for a consumer product using the Internet. Lee teaches providing a service menu on a service page as a support page for providing a product model guidance, the usage of various resources related to the consumer product and technical information relating to the consumer product. (Lee, col. 2, lines 52-56) Lee further teaches that the service page may also have a download page for downloading software related to the consumer product to the user computer via the Internet. (Lee, col. 2, lines

56-58) Lee teaches that the download page 320 is a module for downloading PC-related software desired by the user to a user computer when the user experiences a particular program during use of a PC, when the version of software currently being used is to be upgraded, or when new application software is desired to be installed. (Lee, col. 5, lines 44-49) Lee does not teach downloading a support service application associated with a selected device from a selected server computing system and executing the downloaded support service application at a gateway device to provide a remote interactive support service process for the selected device. Accordingly, neither Lortz, Lee nor their combination teach or suggest downloading a support service application associated with a selected device from a selected server computing system and executing the downloaded support service application at a gateway device to provide a remote interactive support service process for the selected device.

In contrast to the teachings of Lortz, Lee and their combination, the remote manual, maintenance and diagnostic services for networked electronic devices provides a process of identifying and managing support service applications associated with consumer electronic devices in a home network system. A client side process, executed by a client computing system in the home network, operates in conjunction with a server side process executed by a server computing system that is communicatively coupled with the client computing system via the Internet. In one embodiment, the client computing system is implemented by a gateway device communicatively coupled with each of the electronic devices via the home network. The gateway device is operative to access the Internet and is communicatively coupled with a display unit. The support service includes a remote interactive manual service providing educational instructions to a user of the home network system regarding operation of the selected device, a remote interactive maintenance/diagnostic service for instructing a home network system user in solving maintenance problems associated with the selected device, or a combination remote interactive manual/maintenance/diagnostic service. As described above, neither Lortz, Lee nor their combination teach downloading a support service application associated with a selected

device from a selected server computing system and executing the downloaded support service application at a gateway device to provide a remote interactive support service process for the selected device.

The independent Claim 1 is directed to a process of identifying and managing support service applications associated with consumer electronic devices, the process for execution by a gateway device communicatively coupled with each of the electronic devices via a home network, the gateway device being operative to access the Internet and being communicatively coupled with a display unit. The process of Claim 1 comprises determining device ID information associated with a selected one of the electronic devices for which a support service application is required, providing said device ID information to a selected server computing system via the Internet, downloading a support service application associated with said selected device from the selected server computing system and executing said downloaded support service application at the gateway device to provide a remote interactive support service process for said selected device. As described above, neither Lortz, Lee nor their combination teach or suggest downloading a support service application associated with a selected device from a selected server computing system and executing the downloaded support service application at a gateway device to provide a remote interactive support service process for the selected device. For at least these reasons, the independent Claim 1 is allowable over the teachings of Lortz, Lee, and their combination.

Claims 2-4, 7, 9, 10, 13 and 14 are all dependent on the independent Claim 1. As described above, the independent claim 1 is allowable over the teachings of Lortz, Lee, and their combination. Accordingly, Claims 2-4, 7, 9, 10, 13 and 14 are all also allowable as being dependent on an allowable base claim.

Within the Office Action, Claims 5, 8, and 15 have been rejected under 35 U.S.C. § 103(a) as being unpatentable over Lortz in view of Lee and further in view of U.S. Patent No. 6,473,788 to Kim et al. (hereinafter "Kim"). Claims 5, 8, and 15 are all dependent on the

independent Claim 1. As described above, the independent claim 1 is allowable over the teachings of Lortz, Lee, and their combination. Accordingly, Claims 5, 8, and 15 are all also allowable as being dependent on an allowable base claim.

Within the Office Action, Claim 6 has been rejected under 35 U.S.C. § 103(a) as being unpatentable over Lortz in view of Lee and Kim and further in view of U.S. Patent No. 6,023,507 to Wookey (hereinafter "Wookey"). Claim 6 is dependent on the independent Claim 1. As described above, the independent claim 1 is allowable over the teachings of Lortz, Lee, and their combination. Accordingly, Claim 6 is also allowable as being dependent on an allowable base claim.

Within the Office Action, Claims 11 and 12 have been rejected under 35 U.S.C. § 103(a) as being unpatentable over Lortz in view of Lee and further in view of U.S. Patent No. 6,167,448 to Hemphill et al. (hereinafter "Hemphill"). Claims 11 and 12 are both dependent on the independent Claim 1. As described above, the independent claim 1 is allowable over the teachings of Lortz, Lee and their combination. Accordingly, Claims 11 and 12 are both also allowable as being dependent on an allowable base claim.

Within the Office Action, Claims 16, 17, 19-21 and 24 have been rejected under 35 U.S.C. §103(a) as being unpatentable over Lortz in view of Lee. Applicants respectfully disagree with this rejection.

As discussed above, neither Lortz, Lee nor their combination teach downloading a support service application associated with a selected device. Further, neither Lortz, Lee nor their combination teach or suggest a service manager supported by the platform and being operative to form a URL based on the device ID.

The independent Claim 16 is directed to a service management software system for execution by a gateway device communicatively coupled with at least one electronic device via a home network, the software system for identifying and managing support service applications associated with each of the electronic devices. The service management software system of

Claim 16 comprises a home network bridge supported by a platform for receiving device ID information associated with a selected one of the electronic devices for which a service application is required, a service manager supported by the platform and being operative to form a uniform resource locator (URL) based at least in part on said device ID information and an internet bridge supported by the platform and being responsive to receive said URL from said service manager via the platform, and being operative to access a selected server computing system via the Internet using said URL, and to download a support service application associated with said selected device, wherein the platform is operative to dynamically load and unload support service applications. For at least these reasons, the independent Claim 16 is allowable over the teachings of Lortz, Lee, and their combination.

Claims 17, 19-21 and 24 are all dependent on the independent Claim 16. As described above, the independent claim 16 is allowable over the teachings of Lortz, Lee, and their combination. Accordingly, Claims 17, 19-21 and 24 are all also allowable as being dependent on an allowable base claim.

Within the Office Action, Claim 18 has been rejected under 35 U.S.C. § 103(a) over Lortz in view of Lee and further in view Hemphill. Claim 18 is dependent on the independent Claim 16. As described above, the independent claim 16 is allowable over the teachings of Lortz, Lee, and their combination. Accordingly, Claim 18 is also allowable as being dependent on an allowable base claim.

Within the Office Action, Claim 22 has been rejected under 35 U.S.C. § 103(a) as being unpatentable over Lortz in view of Lee and further in view of Kim. Claim 22 is dependent on the independent Claim 16. As described above, the independent claim 16 is allowable over the teachings of Lortz, Lee, and their combination. Accordingly, Claim 22 is also allowable as being dependent on an allowable base claim.

Within the Office Action, Claim 23 has been rejected under 35 U.S.C. § 103(a) as being unpatentable over Lortz in view of Lee and Kim and further in view of Wookey. Claim 23 is

dependent on the independent Claim 16. As described above, the independent claim 16 is allowable over the teachings of Lortz, Lee, and their combination. Accordingly, Claim 23 is also allowable as being dependent on an allowable base claim.

Within the Office Action, Claims 25-27 and 29-32 have been rejected under 35 U.S.C. §103(a) as being unpatentable over Lortz in view of Lee. Applicant respectfully disagrees with this rejection. As described above, neither Lortz, Lee nor their combination teach or suggest providing the selected support service application associated with a particular device to a client computing system which includes instructions executable by the client computing system for providing an interactive support service process associated with the particular device.

The independent Claim 25 is directed to a process of identifying and providing interactive support service applications associated with consumer electronic devices, the process for execution by a server computing system that is communicatively coupled with at least one client computing system via the Internet. The process of Claim 25 comprises receiving device ID information from a client computing system, the device ID information indicating a particular consumer electronic device, accessing a selected support service application associated with the particular device based on said device ID information and providing said selected support service application associated with the particular device to the client computing system, said application including instructions executable by the client computing system for providing an interactive support service process associated with the particular device. As described above, neither Lortz, Lee nor their combination teach or suggest providing the selected support service application associated with a particular device to a client computing system which includes instructions executable by the client computing system for providing an interactive support service process associated with the particular device. For at least these reasons, the independent Claim 25 is allowable over the teachings of Lortz, Lee, and their combination.

Claims 26, 27 and 29-32 are all dependent on the independent Claim 25. As described above, the independent claim 25 is allowable over the teachings of Lortz, Lee, and their

combination. Accordingly, Claims 26, 27 and 29-32 are all also allowable as being dependent on an allowable base claim.

Within the Office Action, Claims 28 and 33-38 have been rejected under 35 U.S.C. § 103(a) as being unpatentable over Lortz in view of Lee and Wookey and further in view of Kim. Claims 28 and 33-38 are all dependent on the independent Claim 25. As described above, the independent claim 25 is allowable over the teachings of Lortz, Lee, and their combination. Accordingly, Claims 28 and 33-38 are all also allowable as being dependent on an allowable base claim.

Within the Office Action, Claims 39-52 have been rejected under 35 U.S.C. §103(a) as being unpatentable over Lortz in view of Lee, Kim and Wookey. Applicants respectfully disagree with this rejection. As described above, neither Lortz, Lee nor their combination teach providing a support service application associated with a particular device to a client computing system via the Internet, the application including instructions executable by the client computing system for providing an interactive support service process including a step of automatically determining a problem associated with the particular device. Further, neither Kim or Wookey teach or suggest providing a support service application associated with a particular device to a client computing system via the Internet, the application including instructions executable by the client computing system for providing an interactive support service process including a step of automatically determining a problem associated with the particular device. Accordingly, neither Lortz, Lee, Kim, Wookey nor their combination teach providing a support service application associated with a particular device to a client computing system via the Internet, the application including instructions executable by the client computing system for providing an interactive support service process including a step of automatically determining a problem associated with the particular device.

The independent Claim 39 is directed to a process of identifying and providing interactive support service applications associated with consumer electronic devices, the process for

execution by a server computing system that is communicatively coupled with at least one client computing system via the Internet, the client computing system being communicatively coupled with at least one electronic deivce. The process of Claim 39 comprises receiving device ID information from the client computing system, the device ID information indicating a particular consumer electronic device that is communicatively coupled with the client computing system, providing a support service application associated with a particular device to a client computing system via the Internet, the application including instructions executable by the client computing system for providing an interactive support service process including a step of automatically determining a problem associated with the particular device, receiving diagnosis information from the client computing system, said diagnosis information indicating a diagnosed problem associated with the particular device that is determined as a result of execution of said instructions by the client computing system and creating a database record based on said diagnosis information and said device ID information, said record indicating said diagnosed problem associated with the particular device. As discussed above, neither Lortz, Lee, Kim, Wookey nor their combination teach providing a support service application associated with a particular device to a client computing system via the Internet, the application including instructions executable by the client computing system for providing an interactive support service process including a step of automatically determining a problem associated with the particular device. For at least these reasons, the independent Claim 39 is allowable over the teachings of Lortz, Lee, and their combination.

Claims 40-52 are all dependent on the independent Claim 39. As described above, the independent claim 39 is allowable over the teachings of Lortz, Lee, Kim, Wookey and their combination. Accordingly, Claims 40-52 are all also allowable as being dependent on an allowable base claim.

For the reasons given above, the Applicants respectfully submit that the pending claims are now in a condition for allowance, and allowance at an early date would be appreciated. Should the Examiner have any questions or comments, he is encouraged to call the undersigned at (408) 530-9700 to discuss the same so that any outstanding issues can be expeditiously resolved.

Respectfully submitted,
HAVERSTOCK & OWENS LLP

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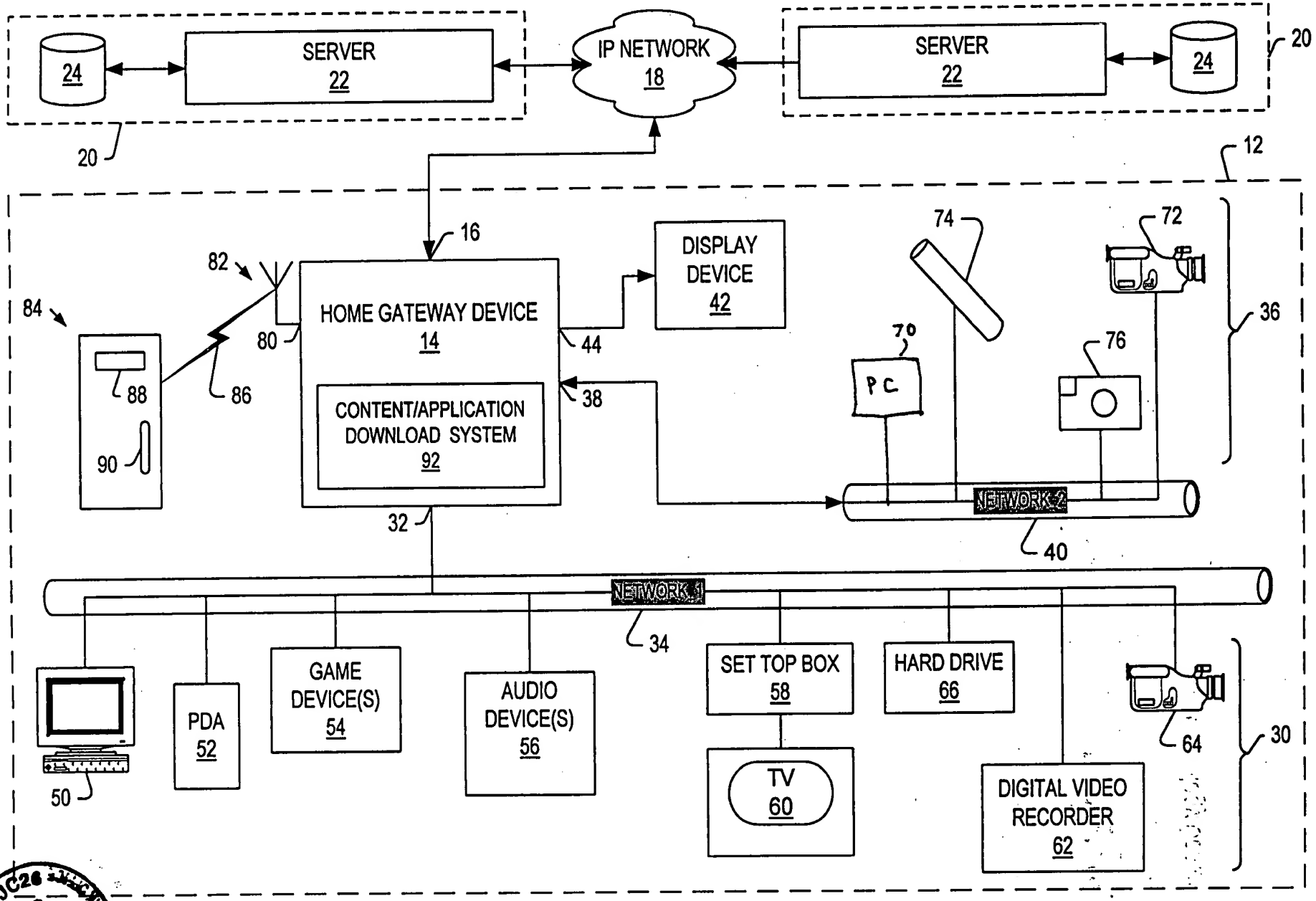


FIG. 1

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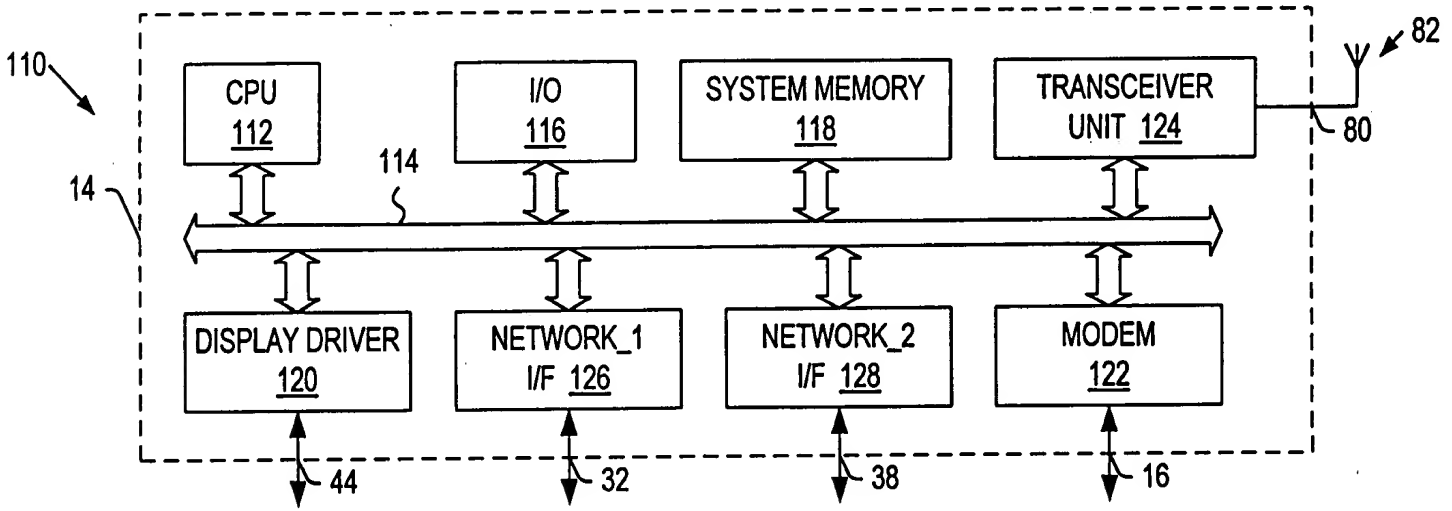


FIG. 2

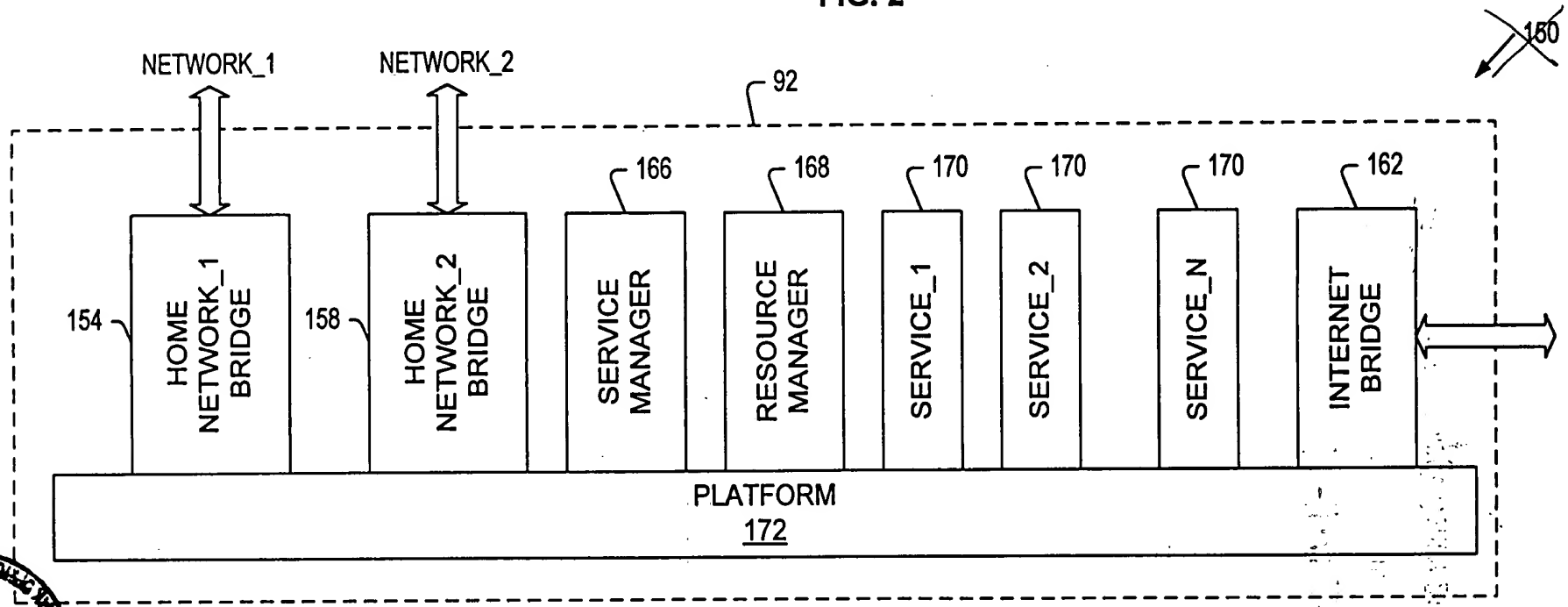


FIG. 3

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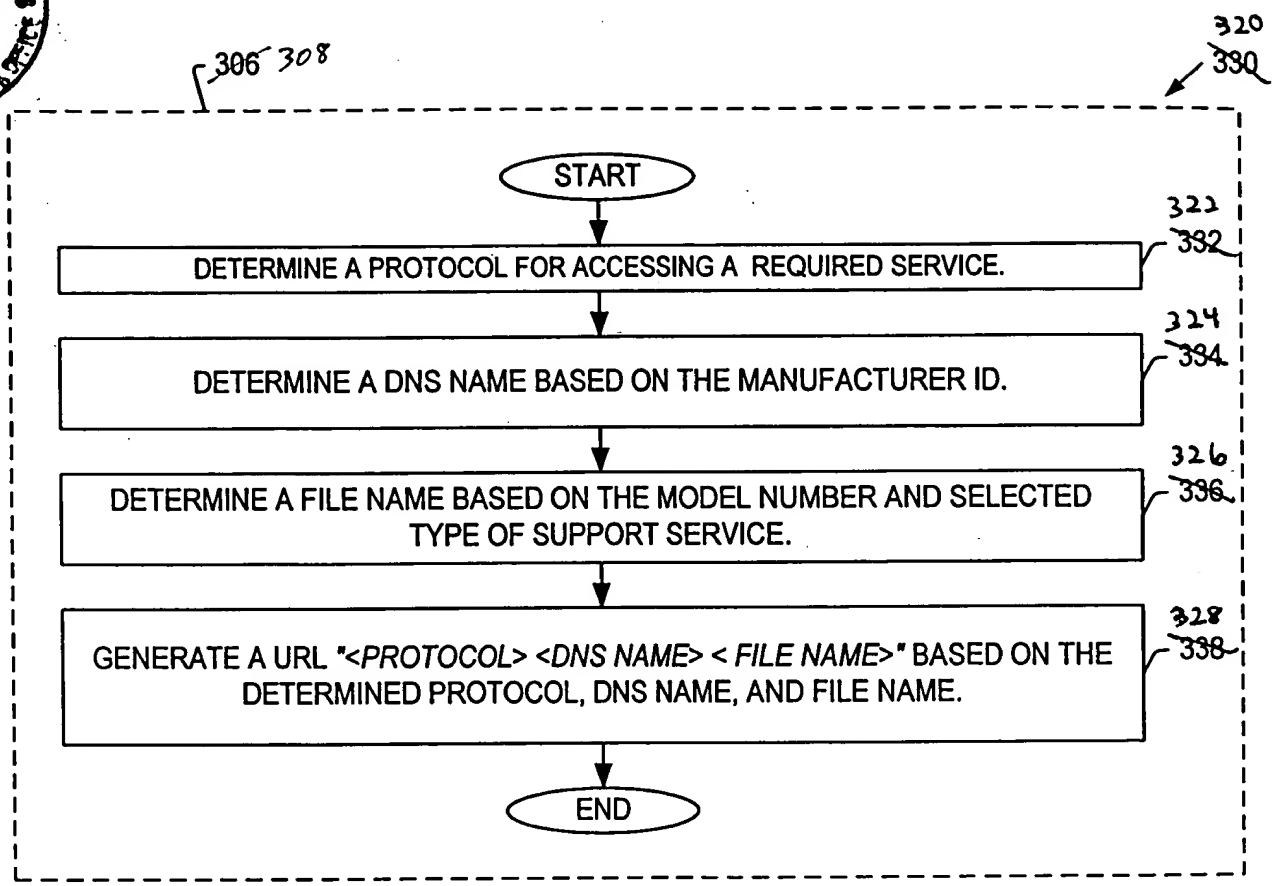


FIG. 10

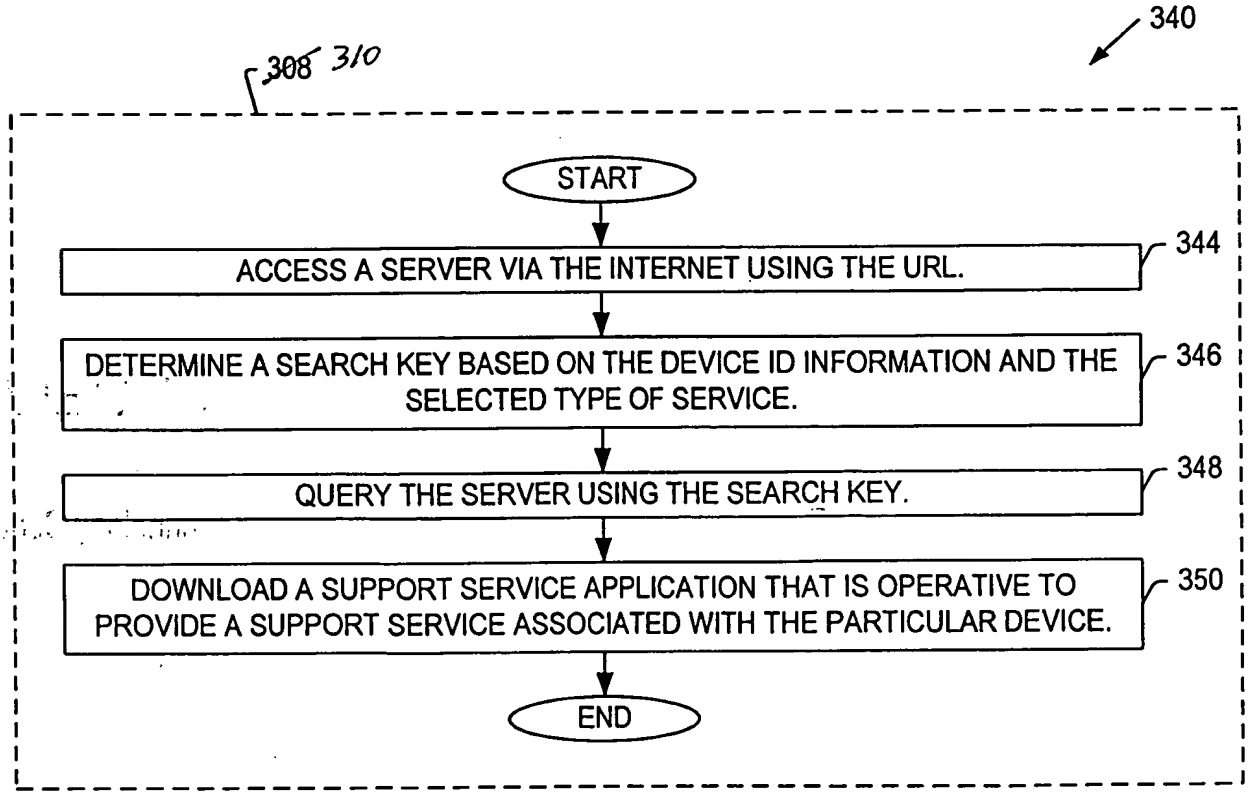


FIG. 11